User Guide for the Volvo On Call mobile application

This document provides basic information on the pre-requisites, functionalities and limitations of the Volvo On Call mobile application.

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Notes:

This user guide is intended to provide assistance in the setup and usage of the Volvo On Call mobile application. We reserve the right to make changes at any time and without notice to the described functionnalities and design.

Apple, AppStore, Android and Android MarketPlace names are protected by copyright.

General information and security

The Volvo On Call application allows you to monitor and control some of the functions of your vehicle while not being driven. Typically your car will send data batches to the central Volvo On Call server every time you turn the engine off and remove the key. This data will be securely stored on your account so that you can retrieve it via the Volvo On Call application on your smartphone. Up to five mobile phone accounts can be attached to one vehicle.

Your mobile account is protected by a password that will be required every time you open the application. Alternatively you can decide to store this PIN code in your phone to make the navigation easier. Be mindful that the application is then no longer protected.

Volvo On Call fulfils all the legal requirements when it comes to personal data protection and operates in line with the European data protection laws.

Technical requirements

To work properly the Volvo On Call mobile application requires:

A Volvo vehicle:

· Model Year 2012 or later

· Equipped with the Volvo On Call factory option

· In case of "Remote heater start", the vehicle must be equipped with an factory-fit parking heater option.

A valid Volvo On Call subscription:

Volvo On Call comes with a 2-year complimentary subscription. Contact your dealer to extend your subscription beyond that period.

A compatible smartphone device and mobile platform:

The following smart phones/devices are supported:

· Apple iPhone 3G, 3GS or 4, iPod Touch and iPad with iOS 4.3 or later

· Android compatible devices with Android 2.2 or later

Other Apple and Android products or earlier versions of iOS or Android OS might work but are not supported.

An internet access:

The Volvo On Call mobile application uses internet connectivity to communicate with the vehicle, therefore your communication device must have internet connectivity. The Volvo On Call mobile application typically requires 200-500 KB per month of data transmission in a normal usage.

Getting started

To be able to connect the Volvo On Call mobile application to your car you need to create a Volvo On Call account. Follow the three steps below (make sure you are in your car when doing so):

1- Download the Volvo On Call mobile application

Please search for and download the application

- From Apple AppStore: TBD Insert link:
- From Android Market: TBD Insert link:

For instructions how to install, refer to your smart phone manufacturers manual.

2- Select 'Create an account'

Fill in the required information

For security reasons you will be required to provide the VOC PIN code you have selected when activating your Volvo On Call system at the time of delivery of your car.

3- Push the On Call button in your car

For security purposes you will be required to push the On Call button in your car within 2 minutes of the account creation so that a link can be established between the car and your phone.

Limitations and disclaimers

GPS and GSM availability

Since Volvo On Call and your smart phone relies on GPS and GSM technology which are based on the idea of a "clear line of sight from the sky". Sould it not be the case some features may lose part or whole functionality. This might be the case e.g. if you're in a parking garage under ground with bad or no GPS/GSM reception at all.

Data exchange

The Volvo On Call mobile application can't retrieve data from the vehicle while in operation. Your car will send data batches to the central Volvo On Call server every time you turn the engine off and remove the key (in case of a keyless entry vehicle you need to move away from the vehicle until the key doesn't have contact with the vehicle anymore). Refreshed information will be available within a minute.

Response time

Due to current technical limitations, the response times experienced with the Volvo On Call application are typically:
· any command sent to the vehicle takes a minimum of five seconds to deliver.
· any response from the vehicle takes a minimum of five seconds to deliver.

This means that if you issue a command on your smart phone that requires the vehicle to perform a task and in turn return an answer which shall be presented to your smart phone screen, the complete trip from you to your car and back to you will have a total delay of ideally 10 seconds, normally this time will be around 20 seconds.

(Note! In case the car has bad GSM reception and can't use GPRS data traffic, then the complete trip from you to your car and back to you may have a total delay of one to two minutes).

System sleep mode

In order to save the battery charge when the car is not used for longer periods the Volvo On Call system has been set up to operate in the following way:

- First 72 hours (3 days) after engine shut off: the system is continuously available and executes new requests immediatly

- 3 to 14 days after engine shut off: the system wakes up every hour to check for new request and execute them

- After 14 days: the system turns to sleep mode and is no mobile app functionality requiring communication with the vehicle is available.

Availability per model

	C30	C70	S40	S60	S80	V50	V60	V70	XC60	XC70	XC90
Dashboard – Data (1)	θ	θ	θ	ν	ν	θ	ν	ν	ν	ν	θ
Dashboard – Warning indicators	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν
Dashboard – Heater (2)	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν
Status – Car locator with GoogleMap	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν
Status – Honk & flash	6	6	6	ν	ν	6	ν	ν	ν	ν	6
Status – Locking status (3)	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν	6
Status – Lock/unlock doors (3)	6	6	6	ν	ν	6	ν	ν	ν	ν	6
Assistance	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν
Journal Log	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν
Account information	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν	ν

ν Available

θ Partly available

6 Not available

(1) Please see Vehicle dashboard - data section for full details of what information is accessible depending on the Volvo model

(2) This function requires your vehicle to be equipped with a factory-mounted parking heater

(3) You can check if the doors and windows of your car are open or closed but you cannot lock the doors remotely on C30, C70, S40/V50. It is not possible to check the status or lock/unlock the doors on XC90.

Basic Navigation

The Volvo On Call mobile application uses the common navigation priciples of Android and Apple applications.

Main feature groups icons

In order to save screen space on the smart phone device, the features offered in the Volvo On Call mobile application have been divided into different feature groups.

Features

Within each feature group you can navigate through the different functions by selecting the tabs located at the top of the screen.

Certain tabs or functions may not be available for your car. They appear in grey and cannot be selected.

Help button icon

Press this icon to get more help on the view.

Refresh button

Certain views don’t automatically update themselves. Press this icon if you have recently left your vehicle to see updated data.

Vehicle dashboard - Data

The Vehicle Dashboard provides a set of data from your car. They are collected from the vehicle one minute after the key has been removed from the key slot (i.e. this function does not provide real-time nor on-demand collection of dashboard values). The following dashboard values will be collected per vehicle platform:

Parameter	Description	Exclusions
Master Odometer Value	The master odometer value	None
Trip Meter 1	The value of Trip meter 1	C30, C70, S40/V50, XC90
Trip Meter 2	The value of Trip meter 2	C30, C70, S40/V50, XC90
Avg Fuel Consumption	The value of the average fuel consumption (Trip Computer)	C30, C70, S40/V50, XC90
Avg Speed Kmph	The value of the average speed (Trip Computer)	C30, C70, S40/V50, XC90
Dist To Empty Fuel	The distance left to drive until the fuel tank is empty.	C30, C70, S40/V50, XC90
Fuel Amount Liters	The number of liters left in the fuel tank.	None

Vehicle Dashboard - Warning Indicators

For your convenience, the Volvo On Call mobile application includes some of the warning indicators from your vehicle's dashboard. Based on your specific model and equipment different kind of warnings may appear in the list.

Please refer to the owner manual of your car to get appropriate instructions based on the type of warning received. For more information please contact your dealer.

Remote Heater Start

The Remote Heater Start function provides both a way to immediately start the parking heater and a way to configure the two timers available for configuring a delayed start of the parking heater.

Note that this function requires the vehicles to be equipped with a factory-mounted parking heater. Please consult your dealer.

Remote Heater Start – Direct start/stop

The direct start/stop of the parking heater provides a means to immediately start/stop the parking heater.

Limitations:

- VOC uses GSM/GPRS to communicate. If no connection can be established with the vehicle, the function will NOT perform as expected.
- The function will not start immediately since the function relies on the SMS being delivered to the vehicle. This will typically take 5-10 seconds.

Remote Heater Start – Configure Timers

Use the "configure timers" function to program your car pre-heater in the next 24 hours. You should indicate the time you plan to leave and your car will calculate what time the heater should be started based on the exterior temperature.

Your heater has two timers available for use, with the Mobile App you can:

· Check the current status of the parking heater timers

· Modify/cancel an existing start time

· Program each timer for your time of departure

Notes:

- *VOC uses GSM/GPRS to communicate. If no connection can be established with the vehicle, the function will NOT perform as expected.*
- *The function will not start immediately since the function relies on the SMS being delivered to the vehicle. This will typically take 5-10 seconds.*
- *If the ambient temperature is around 15 degrees or above the parking heater will not be started. Consult your vehicle owners manual for more details about the heater.*
- *If the fuel level or battery charge is too low it will not allow the heater to start*
- *If you change the timer setup from the car it will be visible in the mobile application about one minute after the key is removed*
- *Make sure to set the clock correctly in the vehicle in order for the function to work properly.*

Note for Volvo On Call MY11 owners

The Volvo On Call MY12 Mobile App cannot currently be used to control your Volvo On Call MY11 heater, instead we refer to either the SMS option (as described in the Volvo On Call MY11 owners pages) or by downloading an heater mobile application, see www.volvocars.com/VolvoOnCall for more info how to achieve these applications to your phone (if supported by Volvo Car Corporation).

Status - Car Locator

The Car Locator function provides a graphical map inside the mobile application showing both the current position of the mobile device and the last known position of the vehicle. The map view also provides a compass function (on supported devices), which will assist the driver by showing the direction in which the vehicle is located.

Notes:

- *The function is based on the vehicle position transmitted by the car one minute after the key has been removed from the key slot or, for key less vehicles, one minute after the key is no longer in contact with the vehicle.*
- *The positioning of the vehicle is done using a GPS device. The accuracy of a GPS device is strongly connected to strength of the GPS signals and the number of received signals.*
- *Volvo On Call uses GSM/GPRS to communicate the position. If the vehicle is parked in a location where no GSM/GPRS coverage is obtained the new position will not be emitted. Hence the system will presume that the vehicle is located at the last transmitted position. The day and time of the displayed position is indicated on the screen.*
- *It requires a compatible smart phone device with GPS receiver.*

Honk & Blink

Due to that the GPS technology isn't always accurate enough to pinpoint the exact location of your vehicle on a large parking lot, you can use the "Honk & Blink" feature which triggers the honk and flashing lights in your vehicle for a few seconds so you can easily locate it.

Note: The vehicle requires you to be within approx. 100m from it to be able to use this function.

Status - Doors

The Remote Door Lock Status function provides a way to ensure that your vehicle has been locked and that all doors and windows are fully closed.

Subsequently it enables you to lock your vehicle remotely. This action will engage the alarm but not the deadlock, making it possible to open the vehicle from the inside for safety reasons.

In a similar way you can unlock your vehicle. To avoid accidental unlock of the car it requires someone to physically pull the handle of the luggage compartment in order for the vehicle to unlock itself. If this is not done within two minutes the luggage compartment door will relock itself automatically.

For security reasons the application will always require the PIN code to open the car remotely even if it has been stored in the phone.

Notes:

VOC uses GSM/GPRS to communicate. If no connection can be established towards the vehicle, the function will NOT perform as expected.

The function will not start immediately, the function relies on SMS being delivered to the vehicle that will take typically 5-10 seconds.

Door/Window status: The tailgate and sunroof/convertible roof are not included in the status shown and cannot be detected, i.e. it will indicate closed doors even if those are open.

The doors view and functionality is not available on XC90.

Assistance call

If you need assistance from the Volvo On Call Operation Centre just use the Assistance function of Volvo On Call mobile application.

You will be required to enter your phone number (including international prefix sign and country code) and press “Request Assistance”. Volvo On Call Operation Centre will endeavour to call you back immediately.

The Volvo On Call Operation Centre is available 24/7 and will provide assistance in case of a breakdown or if you have any question related to Volvo On Call.

Journal log

This function collects information regarding all the trips made with your car. Trip information is collected by the vehicle every time the engine is turned off and sent to the Volvo On Call server. If the vehicle for some reason is not able to send the trip information at the end of the trip (e.g. due to poor GSM coverage), the trip information will be stored in the vehicle and sent at a later time when the vehicle has GSM coverage again. The journal log will remain available for 40 days.

The information collected for each trip is e.g.:

- Start position/time/date
- End position/time/date
- Duration
- Fuel amount used and average fuel consumption
- Distance traveled (km)

The mobile application also provides you with the following features:

· Grouping individual trips into a single trip, e.g. when taking a rest on a long journey.

· Tagging trips as either work related or private.

· Emailing a spread sheet compatible format to a mail recipient for further processing.

· Deleting individual trips

Availability of data to multi account

If you have several accounts connected to one vehicle you all share/see the same view of the Volvo On Call data server (i.e. each mobile device functions as a client connecting to the server to see which data is available, and also possibly make some operations on the server data). This means that if you delete one trip, rename or group trips from one phone it will take effect on all your other clients/phones viewing the list at a later time.

Exporting data

You have the opportunity to export all or selected trips from the mobile application to an e-mail address in a spreadsheet format (eg. to create an business expense report). Select the trips you wish to export and press 'send as email'. When you open it on a computer the file will be in a .csv file format. Please follow the instructions supplied in the mail where your journal log was attached to.

Turning off the Journal Log function

The Journal Log can be turned off. This will instruct the vehicle to stop sending journal log information at the end of each trip. None of the phones connected to your account will be able see the Journal Log.

Your account

You can check useful information related to your car by using the Vehicle info function. The following information will be presented as vehicle information:

Parameter name	Example value	Description
FUEL TYPE	Petrol	Type of fuel, can either be Petrol or Diesel.
MODEL	XC60	The vehicle type as a display text.
VIN NUMBER	YV1CT7146B1577239	The vehicle identification number
FUEL TANK, VOLUME	70	The vehicle fuel tank volume in liters.
GROSS WEIGHT	2505	The gross weight of the vehicle in kg.
MODEL YEAR	2012	The model year of the vehicle.
DOORS	5	The numbers of doors in the vehicle.
VOC SUBSCRIPTION DAYS LEFT	456	The number of days left of the VOC subscription